



PATENT APPLICATION

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Eric James Art Unit: 2642

Serial No.: 09/584,306 Conf. No.: 3172

Filed: May 31, 2000

For: SYSTEM AND METHOD OF CHANGING ENTITY CONFIGURATION  
INFORMATION WHILE AUTOMATICALLY MONITORING AND  
DISPLAYING SUCH INFORMATION IN A CALL CENTER

Mail Stop: Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

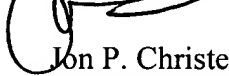
**TRANSMITTAL OF REPLACEMENT DRAWINGS**

Sir:

Transmitted herewith are two (2) sheets of formal drawings (Figs. 4 and 5) to be substituted for Figures 4 and 5 initially filed in the above-identified patent application.

Respectfully submitted,

WELSH & KATZ, LTD.

By   
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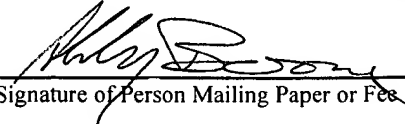
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September 23, 2005

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